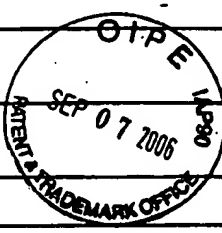


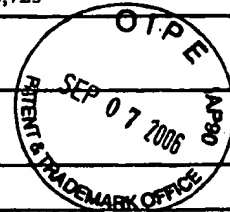

Form PTO-1449		U.S. Department of Commerce Patent and Trademark Office		Atty. Docket No. P19115		Serial No. 09/578,723	
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				Group 2642			



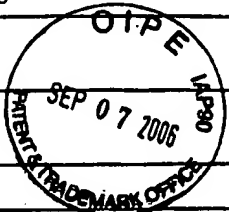
U.S. PATENT DOCUMENTS													
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<i>WZ</i>		5	4	9	5	5	6	7	02/1996	IIZAWA et al.			
		5	5	8	6	0	6	0	12/1996	KUNO et al.			
		5	6	1	5	3	2	3	03/1997	ENGEL et al.			
		5	7	2	7	9	5	0	03/1998	COOK et al.			
		5	8	0	6	0	6	0	09/1998	BORGIDA et al.			
		5	9	9	1	7	3	5	11/1999	GERACE			
		5	6	8	4	8	7	0	11/1997	MALONEY et al.			
		5	8	2	5	8	6	9	10/1998	BROOKS et al.			
		5	9	0	3	6	4	1	05/1999	TONISSON			
		5	9	5	3	4	0	6	09/1999	LARUE et al.			
		6	0	4	4	3	5	5	03/2000	CROCKETT et al.			
		6	1	3	4	5	3	0	10/2000	BUNTING et al.			
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		6	1	7	3	0	5	3	01/2001	BOGART et al.			
		5	8	2	1	9	3	6	10/1998	SHAFFER et al.			
		5	8	6	4	6	0	5	01/1999	KESHAV			
		6	3	5	3	6	6	1	03/2002	BAILEY, III			
		6	3	8	9	5	3	8	05/2002	GRUSE et al.			
		6	3	8	9	4	0	3	05/2002	DORAK, Jr. et al.			
		5	5	6	6	2	9	1	10/1996	BOULTON et al.			
		6	0	1	4	6	3	8	01/2002	BURGE et al.			
		6	2	3	6	9	9	0	05/2001	GELLER et al.			
		5	7	4	0	5	4	9	04/1998	REILLY et al.			
		5	3	2	3	4	5	2	06/1994	DICKMAN et al.			
	2003 /	0	0	2	6	4	0	9	02/06/03	BUSHEY et al.			
<i>W</i>		6	0	6	1	4	3	3	05/09/00	POLCYN et al.			


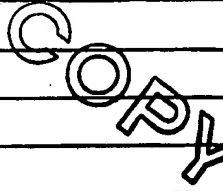



EXAMINER <i>Bill Deane</i>	DATE CONSIDERED <i>16 Apr 07</i>
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicant Robert R. BUSHEY et al.									
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U.S. PATENT DOCUMENTS													
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		6	0	5	8	1	7	9	05/2000	SHAFFER et al.			
		6	0	1	6	3	3	6	01/18/00	HANSON			
		5	9	2	3	7	4	5	07/13/99	HURD			
		5	7	2	9	6	0	0	03/17/98	BLAHA et al.			
	2003 /	0	1	5	6	7	0	6	08/21/03	KOEHLER et al.			
		5	3	1	1	4	2	2	05/10/94	LOFTIN et al.			
		5	7	5	7	6	4	4	05/26/98	JORGENSEN et al.			
		5	8	6	4	8	4	4	01/26/99	JAMES et al.			
		6	0	5	8	1	6	3	05/02/00	PATTISON et al.			
		6	0	6	7	5	3	8	05/23/00	ZORBA et al.			
		6	0	9	9	3	2	0	08/08/00	PAPADOPOULOS			
		6	1	2	8	3	8	0	10/03/00	SHAFFER et al.			
		6	1	5	7	8	0	8	12/05/00	HOLLINGSWORTH			
		6	2	3	6	9	5	5	05/22/01	SUMMERS			
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		6	2	0	1	9	4	8	03/13/01	COOK et al.			
	2003 /	0	1	4	3	9	8	1	07/31/03	KORTUM et al.			
		5	7	0	6	3	3	4	01/06/98	BALK et al.			
		5	8	0	2	5	2	6	09/01/98	FAWCETT et al.			
		5	9	9	9	6	1	1	12/07/99	TACHELL et al.			
		6	0	1	6	3	3	6	01/18/00	HANSON			
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		6	0	8	8	4	2	9	07/11/00	GARCIA			
		6	1	0	4	7	9	0	08/15/00	NARAYANASWAMI			
		6	1	4	8	0	6	3	11/14/00	BRENNAN et al.			
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↓		6	2	6	3	0	5	2	07/17/01	CRUZE			
EXAMINER					DATE CONSIDERED								
B. J. Dene					16 Apr 07								
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				Filing Date May 26, 2000		Group 2642	



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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE		
		6 2 9 5 5 5 1	09/25/01	ROBERTZ et al.					
		6 3 3 2 1 5 4	12/18/01	BECK et al.					
	2001 /	0 0 4 1 5 6 2	11/15/01	ELSEY et al.					
	2002 /	0 1 3 3 3 9 4	09/12/02	BUSHEY et al.					
FOREIGN PATENT DOCUMENTS									
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	0	0 / 3 3 5 4 8	06/08/00	W.I.P.O.					
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)									
		1	Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, Sep. 2000, 4 pages.						
		2	"Call Center Roundup," Teleconnect, Dec. 1998, 10 pages.						
		3	"Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, Feb. 1997, 8 pages.						
		4	Foster, "Advanced Definity call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994, 7 pages.						
		5	Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", at www.ameritech.com/corporate/testtown/library/standard/pbix4.html , 1998.						
		6	InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.						
		7	"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, < http://www.call-center.net/ivr-series.htm >.						
		8	"Customer Management Technology", TeleTech, < http://www.teletech.com/solutions/cmt.htm >, printed on December 18, 2001.						
		9	"Products & Services - Interactive Voice Response (IVR)", Prairie Systems, < http://www.prairiesys.com/PSI/p_s_interactive_sol.htm >.						
		10	"RVS Voice", iMessaging Systems, Inc., < http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm >.						
		11	"What's Next in Interactive Voice Response", International Nortel Networks Meridian Users Group, < http://www.innmug.org/information/kirvan.html >, which was published in the December, 2000 issue of <u>InnTouch</u> .						
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